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**SECTION: ADMINISTRATION POLICIES AND PRACTICES****SUBJECT: Local Agency Staffing Requirements****ITEM: Civil Rights Training**

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**Policy**

The local agency (LA) shall ensure that all WIC staff receives training at least once every twelve months on civil rights related laws and procedures.

**Authority**

7 CFR 246.3 (f), 246.6 (b) (10), 246.8, 246.25 (a)(1)  
FNS Instruction 113-1, Section XI  
22 CCR (CA ADC) Section 40693 (a), (b), and (c)

**Required Procedures**

- I. The LA shall use the training materials provided by the State Agency to conduct civil rights training every twelve months to cover, at a minimum, the following topics:
  - A. collection and use of data;
  - B. effective public notification systems;
  - C. compliant procedures;
  - D. compliance review techniques;
  - E. resolution of noncompliance;
  - F. requirements for reasonable accommodation of persons with disabilities;
  - G. requirements for language assistance;
  - H. conflict resolution; and
  - I. customer service.

- II. The LA shall maintain a record of staff's attendance at civil rights training and shall include, at a minimum, the following information:
  - A. date(s) of training;
  - B. location;
  - C. subject matter; and
  - D. the printed name and signature of staff attending the training.
- III. The LA shall document when individual follow-up training is provided to staff who missed group training.